

**Access to Care / Appointment Availability**

**ARIZONA DEPARTMENT OF HEALTH SERVICES / DIVISION OF BEHAVIORAL HEALTH SERVICES  
FY 2003 Annual Report**

**Statewide, All Populations, By GSA**

**Emergency Appointments Available Within 24 Hours of Referral**

Reported Data for July 1, 2002 through June 30, 2003

<b>RBHA:</b>	<b>Total Number of Calls</b>	<b>Sample Size</b>	<b>Appointment Available Within 24 Hrs.</b>	<b>Appointments Exceeding 24 Hours</b>	<b>Percentage within 24 Hrs.</b>
CPSA-3	1559	222	208	14	93.69%
CPSA-5	7307	255	203	52	79.61%
EXCEL	988	178	178	0	100.00%
NARBHA	5035	252	246	6	97.62%
PGBHA	5319	244	243	1	99.59%
ValueOpts	82557	270	270	0	100.00%
<b>TOTALS</b>	<b>102765</b>	<b>1421</b>	<b>1348</b>	<b>73</b>	<b>94.86%</b>

**Routine Assessments Available Within 7 Days of Referral**

Reported Data for July 1, 2002 through June 30, 2003

<b>RBHA:</b>	<b>Total Number of Referrals</b>	<b>Sample Size</b>	<b>Appointment Available Within 7 Days</b>	<b>Appointments Exceeding 7 Days</b>	<b>Percentage Within 7 Days</b>
CPSA-3	3637	216	157	59	72.69%
CPSA-5	8444	244	216	28	88.52%
EXCEL	3142	178	111	67	62.36%
NARBHA	7787	252	178	74	70.63%
PGBHA	4058	236	225	11	95.34%
ValueOpts	24073	268	193	75	72.01%
<b>TOTALS</b>	<b>51141</b>	<b>1394</b>	<b>1080</b>	<b>314</b>	<b>77.47%</b>

**Routine Appointments Within 30 Days of Referral**

Reported Data for April 1, 2002 through March 31, 2003 - Title XIX / XXI Only

<b>RBHA:</b>	<b>Total Referrals</b>	<b>Total Usable Referrals</b>	<b>Percentage of Usable Referrals</b>	<b>Of Usable Cases-The Number With Services within 30 Days</b>	<b>Of Usable Cases - The Percent Within 30 Days</b>
CPSA-3	2389	2338	97.87%	2135	91.32%
CPSA-5	6817	6319	92.69%	5328	84.32%
EXCEL	1603	951	59.33%	747	78.55%
NARBHA	6064	5745	94.74%	5218	90.83%
PGBHA			On Hold Pending Data		
ValueOpts	24659	20882	84.68%	18250	87.40%
<b>TOTALS</b>	<b>41532</b>	<b>36235</b>	<b>87.25%</b>	<b>31678</b>	<b>87.42%</b>

Data Source: RBHA Referral logs and the Enrollment, Encounter & AHCCCS Tables.